

callers, wherein said remote terminals include a digital input device for providing digital responsive signals, said method comprising the steps of:

receiving caller number identification signals indicative of at least a portion of a caller's number automatically provided by said communication facility;

cuing select remote terminals to prompt selective actuation by individual callers of said digital input device to provide responsive signals;

selectively identifying said responsive signals from said remote terminals as digital data signals or digital control signals, wherein certain of said responsive signals can serve as digital data signals, digital control signals, or both, said responsive signals including signals indicative of a customer card number for an individual caller that may be utilized to access a file storing customer card number data for individual callers;

testing at least a portion of said customer card number for approval;

recording said caller number identification signals automatically provided by said communication facility as additional data for said individual caller; and

transferring a call from said individual caller to an attended terminal and displaying at least certain of the responsive signals including at least a portion of the customer card number and at least a portion of the caller number identification signals automatically provided by the communication facility wherein the operator at said attended terminal is capable of entering data to facilitate completion of the call from said individual caller.

50. (Twice Amended) A method for controlling voice-data communications via an automated control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include a digital input device for providing digital responsive signals, said method comprising the steps:

interfacing a call from said individual caller to the automated system;

receiving data entered by said individual caller including two forms of distinct identification data including caller customer number plus one other form of identification;